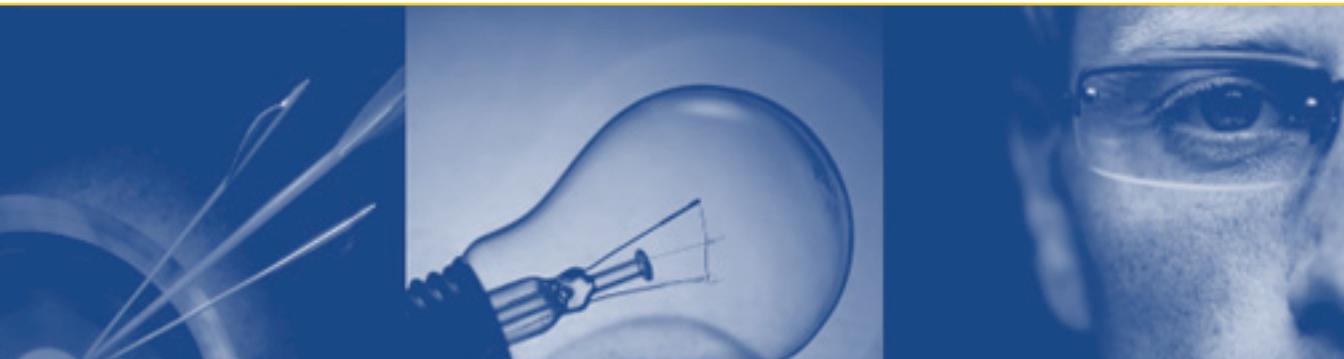




Quest® vWorkspace Connector for Linux

User Guide

Version 7.0



© 2010 Quest Software, Inc.

ALL RIGHTS RESERVED.

Patents Pending.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software, Inc.

The information in this document is provided in connection with Quest products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest products. EXCEPT AS SET FORTH IN QUEST'S TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software World Headquarters

LEGAL Dept

5 Polaris Way

Aliso Viejo, CA 92656

www.quest.com

email: legal@quest.com

Refer to our Web site for regional and international office information.

Patents

This product includes patent pending technology.

Trademarks

Quest, Quest Software, the Quest Software logo are trademarks and registered trademarks of Quest Software, Inc in the United States of America and other countries. For a complete list of Quest Software's trademarks, please see <http://www.quest.com/legal/trademark-information.aspx>. Other trademarks and registered trademarks are property of their respective owners.

CONTENTS

ABOUT THIS GUIDE	III
OVERVIEW	IV
CONVENTIONS	IV
ABOUT QUEST SOFTWARE	V
CONTACTING QUEST SOFTWARE	V
CONTACTING QUEST SUPPORT	V
DOCUMENT FEEDBACK	V
CHAPTER 1	
vWORKSPACE CONNECTOR FOR LINUX	1
OVERVIEW	2
vWORKSPACE CONNECTOR INTERFACES	3
ABOUT THE APPPORTAL INTERFACE	3
vWORKSPACE APPPORTAL ACTIONS MENU	4
ABOUT WEB ACCESS	5
CHAPTER 2	
USE THE WEB ACCESS INTERFACE	7
START THE WEB ACCESS INTERFACE	8
ABOUT THE WEB ACCESS USER INTERFACE	10
APPLICATIONS	10
Application Set Searches	11
INFO CENTER	11
DOWNLOADS	11
SESSION INFO	12
PREFERENCES	12
CHANGE PASSWORD	15
WEB ACCESS HELP	16
INDEX	17

About This Guide

- Overview
- Conventions
- About Quest Software
- Contacting Quest Software

Overview

This document has been prepared to assist you in becoming familiar with the Quest vWorkspace Connector for Linux. This guide contains information on tasks pertaining to using the vWorkspace Connector for Linux, and is intended for end users of this product.

Conventions

In order to help you get the most out of this guide, we have used specific formatting conventions. These conventions apply to procedures, icons, keystrokes and cross-references:

ELEMENT	CONVENTION
Select	This word refers to actions such as choosing or highlighting various interface elements, such as files and radio buttons.
Bolded text	Interface elements that appear in Quest Software products, such as menus and commands.
<i>Italic text</i>	Used for comments.
<i>Bold Italic text</i>	Used for emphasis.
Blue text	Indicates a cross-reference. When viewed in Adobe® Reader®, this format can be used as a hyperlink.
	Used to highlight additional information pertinent to the process being described.
	Used to provide Best Practice information. A best practice details the recommended course of action for the best result.
	Used to highlight processes that should be performed with care.
+	A plus sign between two keystrokes means that you must press them at the same time.
	A pipe sign between elements means that you must select the elements in that particular sequence.

About Quest Software

Now more than ever, organizations need to work smart and improve efficiency. Quest Software creates and supports smart systems management products — helping our customers solve everyday IT challenges faster and easier. Visit www.quest.com for more information.

Contacting Quest Software

Email	info@quest.com
Mail	Quest Software, Inc. World Headquarters 5 Polaris Way Aliso Viejo, CA 92656 USA
Web site	www.quest.com

Refer to our Web site for regional and international office information.

Contacting Quest Support

Quest Support is available to customers who have a trial version of a Quest product or who have purchased a Quest product and have a valid maintenance contract. Quest Support provides unlimited 24x7 access to SupportLink, our self-service portal. Visit SupportLink at <http://support.quest.com/>.

From SupportLink, you can do the following:

- Retrieve thousands of solutions from our online Knowledgebase
- Download the latest releases and service packs
- Create, update and review Support cases

View the **Global Support Guide** for a detailed explanation of support programs, online services, contact information, and policy and procedures. The guide is available at: <http://support.quest.com/>.

Document Feedback

We would like to hear from you. Please e-mail any comments or suggestions about our documentation to pndocfeedback@quest.com.

1

vWorkspace Connector for Linux

- Overview
- vWorkspace Connector Interfaces
- About the AppPortal Interface
- vWorkspace AppPortal Actions Menu
- About Web Access

Overview

vWorkspace Connector for Linux allows users, upon successful authentication, to receive a list of authorized desktops and applications. Users can subsequently start remote connections to Windows based desktops and published applications by selecting the corresponding shortcuts from their Linux based client access device.

Users of the vWorkspace Connector for Linux can access their virtual desktops or published applications by using two different interfaces, **AppPortal**, which is installed on a computer, or **Web Access**, which uses a web browser.

The following is a list of some of the functionality that is available on the vWorkspace Connector for Linux:

- Retrieving lists of available applications
- NAT support
- Proxy server support
- Local devices redirection
- Password management
- Auto-launching applications
- Screen resolution customization
- Sound redirection
- Graphics Acceleration
- Flash Redirection
- Media Play Redirection
- Universal Virtual USB Hub
- Printer mappings
- Drive mappings
- Multimonitor support
- Full screen support

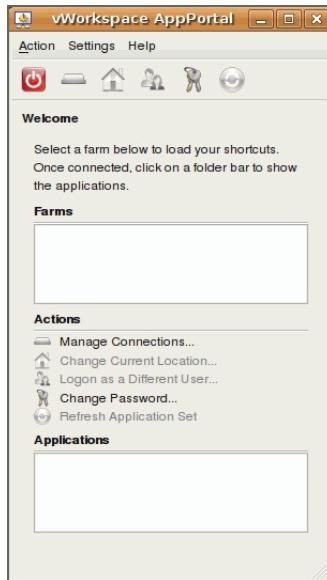
vWorkspace Connector Interfaces

There are two primary interfaces available for the vWorkspace Connector for Linux, **AppPortal** and **Web Access**.

The vWorkspace Connector for Linux must be installed and configured by your system administrator before you are able to connect.

About the AppPortal Interface

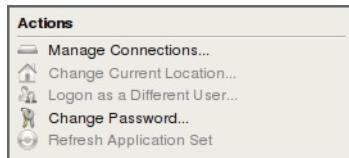
AppPortal is a version of the vWorkspace Connector with an interactive user interface shell allowing users, upon successful authentication, to receive a list their desktops and applications.



vWorkspace AppPortal Actions Menu

The vWorkspace AppPortal **Actions** menu contains the following commands:

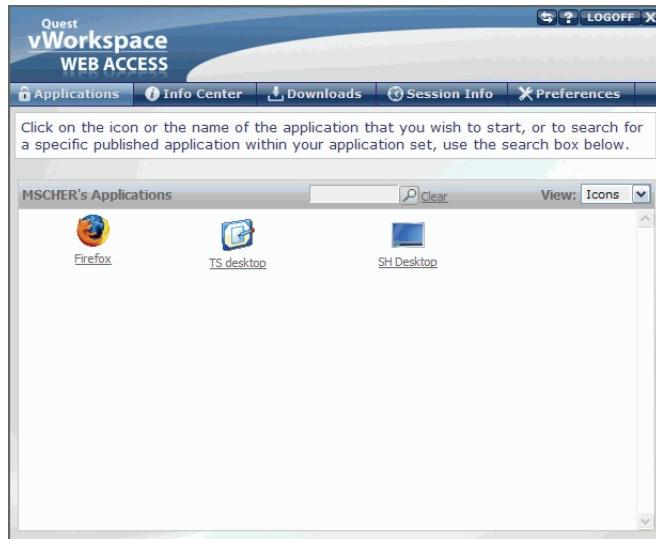
- Manage Connections
- Change Current Location
- Logon as a Different User
- Change Password
- Refresh Application Set



ACTIONS MENU OPTION	DESCRIPTION
Manage Connections	Select to start the Farm Connections window to create new or modify existing infrastructure connections.
Change Current Location	Select when a connection to the current selected farm needs to be made using a different location setting.
Logon as a Different User	Select when the user wants to log into the selected farm using a different set of credentials.
Change Password	Select to submit a password change request to the Quest vWorkspace Password Management Server.
Refresh Application Set	Select to have the vWorkspace AppPortal update the displayed list of applications in the user's application set.

About Web Access

vWorkspace **Web Access** allows users to retrieve their list of allowed applications or desktops by using a web browser. A Web Access web server must be available to use this interface.



2

Use the Web Access Interface

- Start the Web Access Interface
- About the Web Access User Interface
- Change Password
- Web Access Help

Start the Web Access Interface

Users connect to Web Access by using one of the following URL's where *servername* is the name of the domain name of the web server. The server name can be obtained from your system administrator.

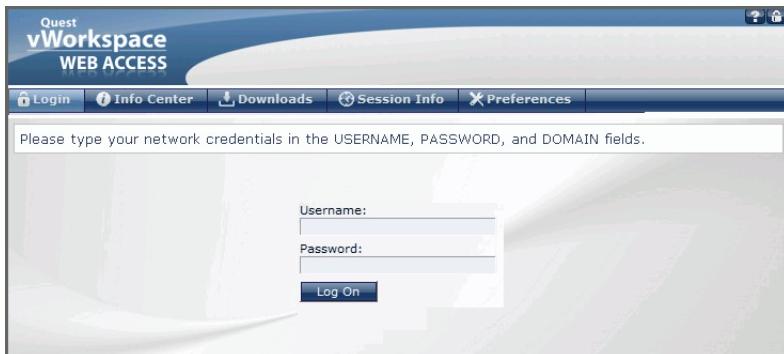
`http://servername/Provision/Web-IT/`

`https://servername/Provision/Web-IT/`

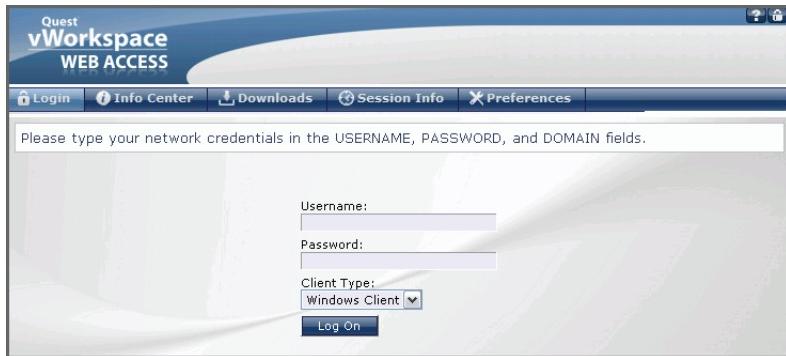
The information displayed on the Web Access Login window in the **Login**, **Info Center**, **Downloads**, **Session Info**, and **Preferences** sections on the Web Access Login window depends upon the settings configured in the Web Access management console by your administrator.

Some examples of the Web Access login window are listed below.

Web Access Logon without Domain and Client Type Options



Web Access Login with Client Type



Web Access Login with Options of Domain and Client Type



Once a user successfully authenticates their log on, a list of published resources or **application set**, is presented. An application set is not presented if a user has not been assigned a published resource. The view of the application set is based on the **Content Layout** settings made in the Web Access management console by your administrator.

A toolbar is accessible on the Application Set window that offers the following options:

	Refresh
	Change Password
	Help

About the Web Access User Interface

The Web Access user interface consists of several tabs, allowing end users to change their settings. Permissions to change settings are granted through the various settings in the Web Access management console by your administrator.

Applications

The **Applications** tab displays all the applications that have been assigned to the user. You can also change the layout of your applications by selecting one of the **View** options. The options are:

- **Details** — Displays Location and Farm information for each application.
- **Icons** — Displays the applications and icons.
- **List** — Displays the applications in a list format.
- **Tree** — Displays the applications in a tree format, organized by folders.

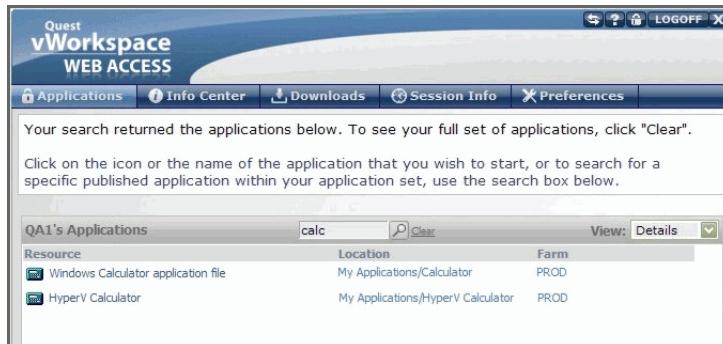
Application Set Searches

The application set search feature is available to users if their application layout style is one of the following:

- **Details**
- **Icons**
- **List**

The search feature is *unavailable* to users with the **Tree** view.

Users enter the search terms into the search box, and then click the search button. A list of possible applications are presented. The **Clear** option is used to clear the search results and return to the full set of applications.



Info Center

The **Info** Center tab is used to display messages to end users from Web Access administrators.

Downloads

The **Downloads** tab options are not currently supported.

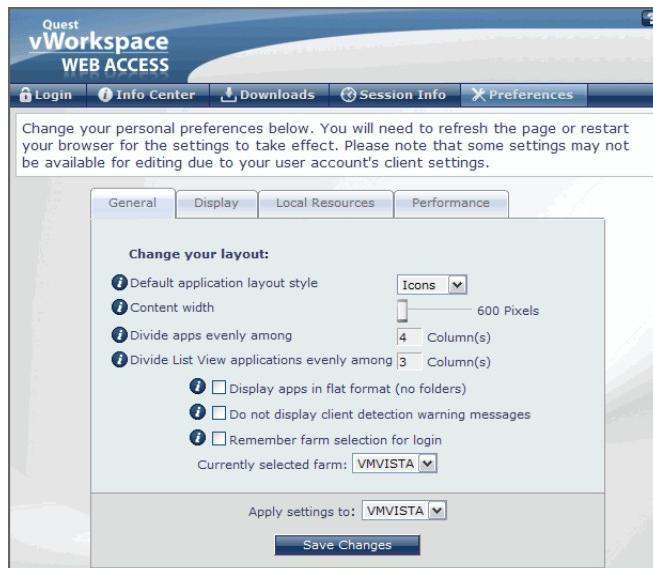
Session Info

The **Session Info** tab is used to display the following details about the session:

- Logged on user name
- Farm or farms that the user is logged on to
- Number of published resources
- Source IP Address (IP of the Web Server, or the IP of the Secure-IT server when connecting to Web Access through Secure-IT)
- Client IP (if configured in the Web Access management console by your administrator)
- Client Name (if configured in the Web Access management console by your administrator)

Preferences

Users are permitted to change some settings in Web Access based upon the settings made by the Web Access administrator. The following window is presented to users when they select the **Preferences** option. Users can change the settings as indicated by the administrator in the Web Access management console.



TAB	SETTINGS
General	<p>Change your layout:</p> <ul style="list-style-type: none">• Default application layout style• Content width• Divide apps evenly among• Divide List View applications evenly among• Display apps in flat format (no folders)• Do not display client detection warning messages• Remember farm selection for login• Currently selected farm• Apply settings to: (specify settings for all farms or a specific farm)
Display	<p>Color Depth — The following options are supported:</p> <ul style="list-style-type: none">• True Color (24 Bit)• High Color (16 Bit)• High Color (15 Bit)• 256 Colors <p>Screen Resolution —</p> <p>Disable connection bar — Currently not supported.</p> <p>Pin connection bar — Currently not supported.</p> <p>Enable smart sizing — Currently not supported.</p> <p>Enable seamless mode — Currently not supported.</p> <p>Span multiple monitors when in full screen mode — This setting enables the display area to span across two monitors.</p> <p>Apply Settings to: (specify settings for all farms or a specific farm).</p>

TAB	SETTINGS
Local Resources	<p>Remote computer sound</p> <p>Apply Windows key combinations (currently not supported)</p> <p>Connect automatically to these devices when logged on to the remote computer:</p> <ul style="list-style-type: none"> • Drivers • Printers • Com Ports • Smart Cards • USB Devices • Universal Printers (currently not supported) • Microphone • Clipboard <p>Apply Settings to: (specify settings for all farms or a specific farm).</p>
Performance	<p>Allow the following:</p> <ul style="list-style-type: none"> • Desktop background • Show contents of window while dragging • Font Smoothing (currently not supported) • Menu and window animation • Desktop Composition (Aero) (currently not supported) • Visual Styles • Bitmap caching (persistent) <p>Experience Optimized Protocol (EOP):</p> <ul style="list-style-type: none"> • Graphic Acceleration • Flash Redirection • Media Player Redirection • WAN Acceleration (EOP Xtream) (currently not supported) • Local Text Echo (currently not supported) <p>Reconnect if connection is dropped</p> <p>Apply settings to: — These setting can be applied to all farms, or a specified one.</p>

Change Password

Users can securely change their password while connecting over the Internet. However, for security reasons, it is recommended that SSL encryption is used on the Web Access server if this feature is used across the Internet. Web Access must be configured to use a Password Management server.

Users choose a domain if the administrator has specified any domains in the Password Management section of the Admin Console. If domains have not been specified by the administrator, users are not able to change their passwords.

Users will need to provide the following:

- Username
- Old Password
- New Password
- Confirm New Password
- Domain

CHANGE YOUR PASSWORD:

Change your existing password by filling in the fields below and then clicking the "Change Password" button.

Username:

Old Password:

New Password:

Confirm New Password:

Domain:

Web Access Help

Web Access Help is available for the following topics:

- Authentication
 - Logging On
 - Logging Out
 - Changing Your Password
- Using the Application Set
 - Configuring the Application Set

Users have access to a basic Help menu by default, however, administrators have the ability to disable **Help**. It is important to remember that when the Help option is disabled, users do not have access to any online help.

INDEX

A

AppPortal
about 3
actions menu 4

D

documentation
conventions iv
feedback v

Q

Quest vWorkspace
contacting support v

S

support
contacting Quest vWorkspace v

U

user passwords
changing in the Web Access 15

V

vWorkspace AppPortal
about 3

W

Web Access
about 5
application set searching 11
changing user passwords 15
changing user settings 12
connecting to the interface 8
session info 12
using help 16

